

<b>COMPLAINT INSPECTION</b>	A complaint inspection is conducted in response to a concern received by Animal Care.
<b>Sources of Information</b>	<p>Sources of information include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• general public</li> <li>• animal protection group</li> <li>• whistle blower</li> <li>• city, county, or State agency</li> <li>• APHIS personnel</li> <li>• other Federal agency</li> </ul> <p>Methods of obtaining information include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• phone calls</li> <li>• letters</li> <li>• e-mail</li> <li>• personal contact</li> </ul> <p>NOTE: The complainant does not have to give his/her name. If the complainant does give his/her name, you should not give out the person's name in order to maintain confidentiality. However, the complainant's name may be subject to a FOI request.</p>
<b>Information Follow-up</b>	<p><b>Decide if the information applies to the Animal Care program.</b></p> <p>If it does <b>not</b> apply to the Animal Care Program, refer the complainant to the appropriate office/agency if known. Possible referral agencies include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• US Fish &amp; Wildlife Service</li> <li>• State wildlife agency</li> <li>• local animal control</li> <li>• local or national humane society</li> <li>• State animal welfare agency</li> </ul> <p>If it <b>does apply</b> to the Animal Care Program <b>but is not</b> a possible violation:</p> <ul style="list-style-type: none"> <li>• explain regulations and situation to complainant</li> <li>• take no further action</li> </ul>

If it **does apply** to the Animal Care program **and is** a possible violation:

- complete a Complaint/Search sheet (see page 8.5.3)
- determine if the complaint applies to someone in your territory

If **not** in your territory,

- forward the Complaint/Search sheet to the Regional Office
- inform the complainant it is not in your area but you are forwarding it to the Regional Office
- give the complainant the Regional Office phone number for follow-up

**If in your territory,**

- contact your Supervisory Animal Care Specialist (SACS) to determine if an inspection or investigation is needed
- conduct an inspection if required
- complete the Complaint/Search sheet
- determine with your SACS who is to respond to the complainant
- forward the Complaint/Search sheet and the inspection report, if applicable, to the Regional Office

The time frame for responding to a complaint depends on the severity of the situation. The response time may be:

- within 72 hours when:
  - ▶ the animal's health and well-being is threatened, e.g., an elephant is locked up in truck on a hot day, or a dog is loose on airport tarmac
  - ▶ the public's safety is threatened, e.g., unsafe enclosures for dangerous animals, or unsafe handling of non-caged dangerous animals
- as directed by your SACS or other program official, e.g., a situation with high public attention or Headquarters/Administration involvement
- within 10 business days for all other complaints, e.g., lions housed in a small cage, or a monkey on display in a pet store